

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2017

Docket No. ACR2017

CHAIRMAN'S INFORMATION REQUEST NO. 13

(Issued February 1, 2018)

To clarify the Postal Service's FY 2017 Annual Performance Report (*FY 2017 Report*) and FY 2018 Annual Performance Plan (*FY 2018 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than February 8, 2018.

Excellent Customer Experiences

1. The methodology for calculating the Customer Insights (CI) Composite Score changed between FY 2016 and FY 2017. *FY 2017 Annual Report* at 17. This methodology will change again in FY 2018. *Id.* at 18. Table 1 below illustrates how the Postal Service weighs each component performance for the following time periods: FY 2014 to FY 2016, FY 2017, and FY 2018.

¹ The *FY 2017 Report* and *FY 2018 Plan* are included in the Postal Service's FY 2017 *Annual Report to Congress*, which the Postal Service filed with the FY 2017 *Annual Compliance Report*. See *United States Postal Service FY 2017 Annual Report to Congress*, Library Reference USPS–FY17–17, December 29, 2017 (*FY 2017 Annual Report*).

Table 1

Component Performance Indicator	FY 2014 to FY 2016	FY 2017	FY 2018
Business Service Network	40%	30%	10%
Point of Sale (POS)	20%	20%	10%
Delivery	20%	20%	20%
Customer Care Center (CCC)	20%	20%	20%
Enterprise Customer Care	Not Included	10%	15%
Large Business	Not Included	Not Included	10%
Business Mail Entry Unit	Not Included	Not Included	10%
USPS.com	Not Included	Not Included	5%

- a. Please explain how the Postal Service determined the weight for each component of the CI Composite Score in FY 2017 and FY 2018.
 - b. The weight of the Business Service Network component decreased from 40 percent in FY 2016 to 30 percent in FY 2017 to 10 percent in FY 2018. Please provide the rationale for this decrease.
2. The Postal Service states, “[t]o generate the [CI] composite score, we mapped the raw score for each category to a scale with values ranging from 1 to 15. We took the weighted average of these scaled scores, and then mapped the score to another scale ranging from 75 to 99.” FY 2017 *Annual Report* at 17. Please explain this process in more detail and provide workpapers showing how the Postal Service aggregated and weighed each component performance indicator to calculate the FY 2017 CI Composite Score result. In the response, please show how the FY 2017 Enterprise Customer Care result (3.78) was used to calculate the FY 2017 CI Composite Score result (88.30). See *id.* at 14.

3. In Docket No. ACR2016, the Postal Service provided a table showing how it aggregated and weighted results of each component performance indicator to calculate the FY 2017 CI Composite Score results at the National, Area, and District levels.² The information from this table is reproduced below in Table 2.

Table 2

Customer Insights Composite Score	Weighting		
	National	Area	District
<i>Component Performance Indicator</i>			
Business Service Network	30%	30%	30%
Enterprise Customer Care	10%	20%	20%
POS	20%	25%	25%
Delivery	20%	25%	25%
CCC	20%	Not Included	Not Included

- a. Please confirm that the Postal Service calculated FY 2017 CI Composite Score results at the National, Area, and District levels using the weights provided in Table 2. If not confirmed, please provide the methodology for calculating FY 2017 CI Composite Score results at the National, Area, and District levels.
- b. Please provide the FY 2017 targets and results at the Area and District levels for each component performance indicator: Business Service Network, POS, Delivery, CCC, and Enterprise Customer Care. The response should contain the same information provided in Tables 1.1 and 1.2 of a CHIR response filed in Docket No. ACR2015.³ The response

² Docket No. ACR2016, Responses of the United States Postal Service to Questions 1-3, 4.a, 4.c, and 5-8 of Chairman's Information Request No. 10, February 7, 2017, question 7.a.

³ See Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-12, 16-18 of Chairman's Information Request No. 13, February 18, 2016, question 4, Tables 1.1 and 1.2.

should also include workpapers showing how the Postal Service aggregated and weighted each component performance indicator to calculate FY 2017 CI Composite Score results at the Area and District levels.

- c. Please explain the methodology for calculating FY 2018 CI Composite Score results at the National, Area, and District levels. In the response, please provide a table showing how the Postal Service will aggregate and weight the results of each component performance indicator to calculate FY 2018 CI Composite Score results at the National, Area, and District levels. Please also explain how the Postal Service determined the weight for each component of the CI Composite Score at the National, Area, and District levels.
4. Customers are invited to participate in the POS survey through a website, telephone number, or QR Code printed on the bottom of the receipt.⁴ In FY 2017, 1,582,561 POS surveys were received. *Id.* at 3. Please provide the number of customers who took the FY 2017 POS survey via:
 - a. Website
 - b. Telephone Number
 - c. QR Code
5. The Postal Service uses a third-party mailing list to invite a random sample of households and small/medium businesses to complete the Delivery survey.⁵ Given that the Postal Service has a frame of addresses in the United States, such as the Computerized Delivery Sequence, please explain whether the Postal Service has considered using an in-house mailing list instead of a third-party one.

⁴ Library Reference USPS–FY17–38, December 29, 2017, file “USPS-FY17-38 Preface.pdf” at 2 (Preface).

⁵ United States Postal Service Office of Inspector General, “Postal Customer Satisfaction: A Primer of Four Surveys,” RARC-WP-17-010, August 28, 2017, at 14 (Primer of Four Surveys).

6. For the CCC survey, the Postal Service states, “Phone invitations are offered on a random basis to customers who call the USPS Customer Care Center toll free number and speak with a USPS Live Agent.” Preface at 2. However, a recent Postal Service Office of Inspector General report states that in FY 2017, all CCC callers were offered the survey directly after their call with the helpline. Primer of Four Surveys at 11.
 - a. Please explain how the CCC survey was conducted in FY 2017. In the response, please indicate whether the Postal Service offered the CCC survey to a random sample of callers or to all CCC callers in FY 2017.
 - b. The number of CCC surveys initiated decreased from 954,378 in FY 2016 CCC to 640,842 in FY 2017.⁶ Please explain why.

Safe Workplace and Engaged Workforce

7. The Postal Service measures employee safety by using the Total Accident Rate performance indicator. FY 2017 *Annual Report* at 18. Please explain how using the Total Accident Rate “is an industry best practice.” See *id.* at 19.

By the Chairman.

Robert G. Taub

⁶ Compare Preface at 3 with Docket No. ACR2016, Library Reference USPS–FY16–38, file “USPS-FY16-38 Preface.pdf,” at 3.